



## **iTeach iLearn**

### **Troubleshooting for iSquad**

(Offered as 1 or 2 Periods)

#### **I. SMARTBoard**

- A. Missing pens or erasers – How to bypass
- B. No image appears – FN/F7, Cable connections
- C. Image sizing
- D. Orienting the Board

#### **II. Printing**

- A. How to change ink cartridge
- B. Turning off printer – queue still works
- C. Paper jams

#### **III. Projector**

- A. How to change the light bulb
- B. How to adjust display options

#### **IV. Windows XP Operating System**

- A. Using Task Manager
- B. Changing Desktops and Screen Savers
- C. Searching for missing files

#### **V. Flash Drive**

- A. Proper Use
- B. When to use it – suggestions
- C. How to disconnect

#### **VI. Troubleshooting accessing the Internet**

- A. Check wireless signal strength
- B. Ipconfig Command
- C. Repair Connections

#### **VII. Best practices in documenting a computer problem**

- A. Reproduce problem if possible
- B. Document exact errors messages and steps taken
- C. Use Print Screen to take screen captures

#### **VIII. Communication**

- A. “Tech Speak”, Lingo, definitions
- B. Communicating tech issues with others – students, teachers, Depot Manager

#### **Notes**